LRS Project Update
Information System Commission
Meeting of March 7, 2016

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Agenda

- LRS Highlights

- LRS Progress & Timeline

- LRS Rollout Groups and Schedule

- Rollout Group 1 Cutover Window

- Pilot & Rollout Group 1 Information and Metrics
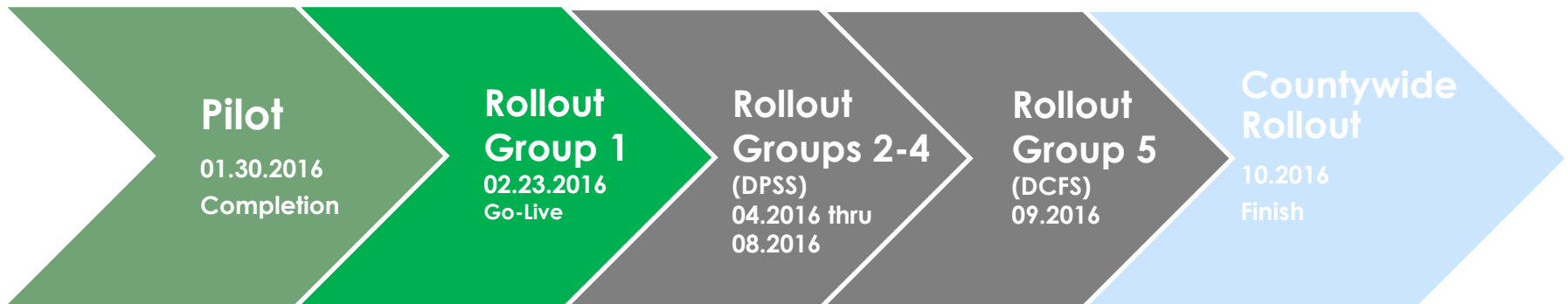
- Current LRS Status

LRS Highlights

- Replaces 17 legacy systems/applications for DPSS & DCFS systems

- Integration of a business rules engine to automate the policies for eligibility determination and benefit calculation for CalWORKS, CalFresh, MediCal, General Relief, Refugee Cash Assistance, Cash Assistance Program for Immigrants, Foster Care, KinGap and Adoption Assistance

- Enhanced business intelligence and data warehouse capabilities to provide near real-time information surrounding key metrics and performance indicators

- Leverages modern Service Oriented Architecture (SOA) platform technologies, consistent with architectural standards and direction of State and Federal oversight agencies

- Integration of Business Process Management (BPM) tools to streamline the deployment and maintenance of the Department's reengineered workflows/business processes

LRS Progress & Timeline

41st month of <u>48-month</u> Design, Development &Implementation (DD&I) Phase of the LRS Project.

Pilot	Rollout Group 1	Rollout Groups 2-4	Rollout Group 5	Countywide Rollout
01.30.2016 Completion	02.23.2016 Go-Live	(DPSS) 04.2016 thru 08.2016	(DCFS) 09.2016	10.2016 Finish

Rollout Groups

Group 1

007-South Special
008-Southwest Special
026-Compton
031-South Family
062-Paramount
083-Southwest Family

- **GAIN I**
- **GAIN V**

Group 2

002-Glendale
003-Pasadena
011-East Valley
032-San Fernando Branch
034-Lancaster
051-Santa Clarita Branch
056-DCFS Covina MAO Office
067-Lancaster General Relief
082-West Valley

- **GAIN II**
- **GAIN III**
- **GAIN VII**

Group 3

005-Belvedere
006-Cudahy
012-Exposition Park
013-Metro Family
014-Civic Center
015-Metro East
017-Florence
038-Metro North
040-Norwalk
070-Metro Special

- **GAIN IV**
- **GAIN VI**

Group 4

004-El Monte	044-DHS H. Claude Hudson Comp. Center	084-DHS Rancho Los Amigos Rehab Center
010-Wilshire Special	045-DHS Long Beach Comp. Center	085-Perinatal Branch
016-Child Medi-Cal Enroll. Project	048-DHS Hubert Humphrey Comp. Center	089-Medi-Cal Mail-In Branch
018-DHS USC Medical Center	049-DHS King/Drew Medical Center	090-Northridge Medi-Cal Regional District
020-San Gabriel Valley	050-Agustus Hawkins Psych.	092-Hawthorne Medi-Cal
025-DHS Pediatric Hospital	061-OBRA Branch	094-Northridge MYF Regional District
029-DHS USC Woman's Hosp	065-DHS Olive View Med. Center	095-DHS High Desert Hospital
030-DHS USC Psych. Hosp.	066-Lincoln Heights Branch	097-Craig vs. Bonta
036-Pomona	080-Medi-Cal Long Term Care	099-Health & Nutrition Mobile Unit
042-Outstation Office	081-Long Term Care IPW District	111-DHS Ambulatory Care Network
043-DHS Harbor-UCLA Med. Center		

- **GAIN III**

* GAIN regions are generally aligned to the indicated rollout groups
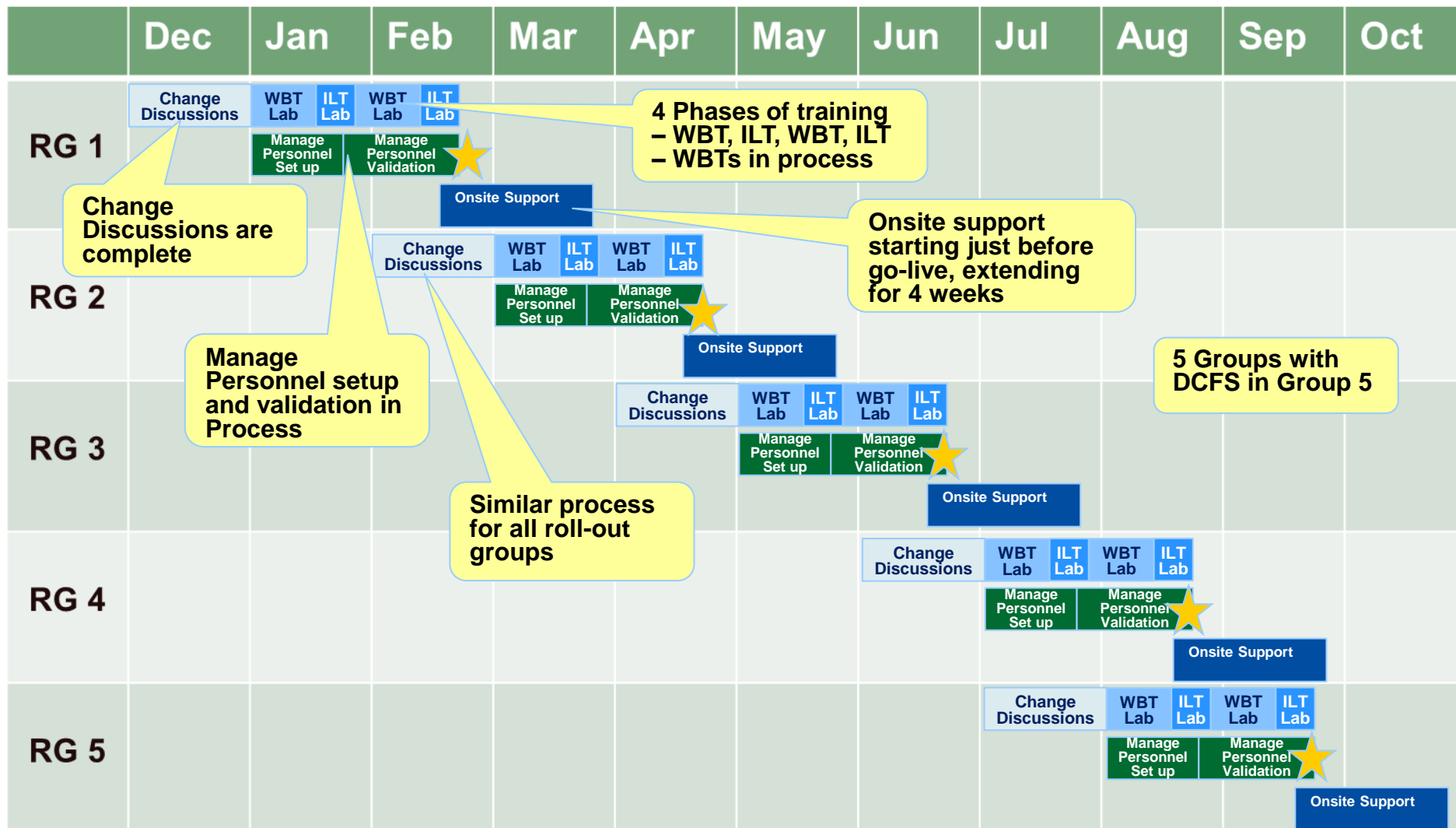
LRS – Rollout Schedule

- **Convert remaining offices and DCFS Eligibility in four additional rollout groups beginning April 2016**

- **Train and on-board the remaining 10,000+ workers per rollout schedule**

- **After Countywide Implementation is complete, LRS will be used by nearly 16,000 users to serve 3.2 million clients, and will issue $3.5 billion benefits annually.**

Project Phase / Calendar Month	Start	End	Status	2016
Training	8/4/2015	7/29/2016	In-Progress	
Pilot	9/29/2015	1/29/2016	In-Progress	
Countywide Implementation	2/23/2016	11/6/2016	Not Started	
DPSS Group 1	2/23/2016	2/23/2016	Not Started	
DPSS Group 2	4/26/2016	4/26/2016	Not Started	
DPSS Group 3	6/27/2016	6/27/2016	Not Started	
DPSS Group 4	8/29/2016	8/29/2016	Not Started	
DCFS Group 5	9/26/2016	9/26/2016	Not Started	

LRS Rollout Approach Timeline

	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
RG 1	Change Discussions	WBT Lab / ILT Lab / Manage Personnel Set up	WBT Lab / ILT Lab / Manage Personnel Validation ★	Onsite Support							
RG 2			Change Discussions	WBT Lab / ILT Lab / Manage Personnel Set up	WBT Lab / ILT Lab / Manage Personnel Validation ★	Onsite Support					
RG 3				Change Discussions	WBT Lab / ILT Lab / Manage Personnel Set up	WBT Lab / ILT Lab / Manage Personnel Validation ★	Onsite Support				
RG 4							Change Discussions	WBT Lab / ILT Lab / Manage Personnel Set up	WBT Lab / ILT Lab / Manage Personnel Validation ★ / Onsite Support		
RG 5								Change Discussions	WBT Lab / ILT Lab / Manage Personnel Set up	WBT Lab / ILT Lab / Manage Personnel Validation ★	Onsite Support

Change Discussions are complete

Manage Personnel setup and validation in Process

Similar process for all roll-out groups

4 Phases of training – WBT, ILT, WBT, ILT – WBTs in process

Onsite support starting just before go-live, extending for 4 weeks

5 Groups with DCFS in Group 5

Rollout Group 1 Cutover Window

Activity	Planned Duration	Actual Duration	Planned Cutover Start	Actual Start	Planned Cutover Finish	Actual Finish
LEADER Case Identification in parallel with LEADER Batch	7.5 hours	6.75 hours	Friday 5:00pm	Friday 5:00pm	Saturday 12:30am	Friday 11:45pm
LEADER Data Extract and Transfer	15.5 hours	15.75 hours	Saturday 12:30am	Friday 11:45pm	Saturday 4:00pm	Saturday 3:30pm
LRS Staging of LEADER Data in parallel	15 hours	11.5 hours	Saturday 4:00pm	Saturday 3:30pm	Sunday 7:00am	Sunday 3:00am
LRS Conversion Transformations	37 hours	34 hours	Sunday 7:00am	Sunday 3:00am	Monday 8:00pm	Monday 1:00pm
LRS Production Database Readiness Activities	12 hours	11 hours	Monday 8:00pm	Monday 1:00pm	~~Tuesday 8:00am~~ Monday Midnight	Tuesday 12:30am
LRS Data Verification Activities (Automated Case Review)	4 hours	2 hours	~~Tuesday 8:00am~~ Monday Midnight	Tuesday 12:30am	~~Tuesday Noon~~ Tuesday 4:00am	Tuesday 2:30am
Go Live	91 hours	81 hours	~~Tuesday Noon~~ Tuesday 6:00am			

Pilot & Rollout Group 1 Information

Pilot Implementation Sites - September 29, 2015

- Rancho Park
- South Central
- Greater Avenues for Independence (GAIN) Region
- Customer Service Centers I, II, and III

Rollout Group 1 Sites - February 23, 2016

- South Special
- Southwest Special
- Compton, South Family
- Southwest Family
- Paramount
- GROW Region

Pilot & Rollout Group 1 Metrics

Pilot

- Converted 624 Million Records
- 558,260 Persons
- 529,101 Cases
  - 167,529 Active
  - 341,270 Inactive

Rollout Group 1

- Converting 1.2 Billion Records
- 1.6 million Persons
- 1.2 million Cases
  - 562,000 Active
  - 556,000 Inactive (plus over 400,000 shell cases)

Current LRS Status

- LRS is currently supports approximately 33% of the County's caseload.

- As of the end of the first week of Rollout Group 1 going live, LRS has:

  - Received over 46,000 applications

  - Issued over $125 million in benefits

  - Processed over 49 million online transactions

  - Recorded 99.74% uptime